

**Massachusetts Department of Public Health**  
**Office of Patient Protection**  
**External Review Requests**  
**January – December 2006**

Appeal Type	Upheld	Overturn	Partial Overturn	Resolved	Expedited			Time-Frame Not Met	Case Ineligible	Open	Total
					Upheld	Overturn	Partial Overturn				
Behavioral Health	31	10	2	13	31	13	12	1	24		<b>137</b>
Cosmetic / Reconstructive	9			3					4		<b>16</b>
Dental		1		1					12		<b>14</b>
Diagnostic Services		1							1		<b>2</b>
Durable Medical Equip.	2	2							3		<b>7</b>
Emergency Care											<b>0</b>
Excluded Services	2								7		<b>9</b>
Experimental	25	4				2			4		<b>35</b>
Infertility Care	13	5		1					9		<b>28</b>
Inpatient	3	2			6	2	1		3		<b>17</b>
Outpatient	11	7	1	2	2				11		<b>34</b>
Pharmacy	7	2							1		<b>10</b>
Rehab Services	7	1		1					5		<b>14</b>
Visual Services		1							1		<b>2</b>
<b>Totals</b>	<b>110</b>	<b>36</b>	<b>3</b>	<b>21</b>	<b>39</b>	<b>17</b>	<b>13</b>	<b>1</b>	<b>85</b>	<b>0</b>	<b>325</b>

**Number of External Review Requests Received by Type:  
January - December 2006**

